

## Enterprise Incident Report

As of 10/4/2010

### Board of Pardons and Parole

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Board of Pardons and Parole	2	2
	1	1
Customer Company Total	2	2
	1	1

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Initial Response	
	Low	MIR Total
Board of Pardons and Parole	2 0	2 0
Customer Company Total	2 0	2 0

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Board of Pardons and Parole	2 0.16	2 0.16
Customer Company Total	2 0.16	2 0.16

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Board of Pardons and Parole	2	2
	0	0
Customer Company Total	2	2
	0	0

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Board of Pardons and Parole	2 0.18	2 0.18
Customer Company Total	2 0.18	2 0.18

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**Board of Pardons and Parole**

### Detail

INC000000183854	Kym Chaplin	Application	Password	None		TIR Missed: No	TIR:	0.00
Help Desk		Dan Barrett	Board of Pardons and Pa Low		Closed	TTR Missed: No	TTR:	0.00
INC000000184417	Jim Hatch	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.37
Voice Operations		Annette Nielsen	Board of Pardons and Pa Low		Closed	TTR Missed: No	TTR:	0.37